

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No.	10. Budget Program Number 24250		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Senior Administrative Assistant			
3. Division Family Services		12. Proposed Class Title			
4. Section Rehabilitation Services	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit Wichita Region		14. Effective Date			
6. Location (address where employee works) City Wichita County Sedgwick		15. By	Approved		
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name

Title

Position Number

Who evaluates the work of an incumbent in this position?

Name

Title

Position Number

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position requires considerable independent judgment and action based on state and federal regulations. Tasks are assigned by the Program Manager, Program Administrator and VR Counselors, with some guidance given on specific details of more complex or unusual assignments, but with employee expected to independently follow established office or departmental procedures. Supervision is received in individual conferences and in more general staff meetings.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

<p>Number Each Task and Indicate Percent of Time and Essential or Marginal function</p>	<p>In addition to the tasks listed below, this position is expected to:</p> <ul style="list-style-type: none"> • Comply with the Rehabilitation Services professional conduct expectations. • Demonstrate leadership in carrying out the DCF Mission, Vision and Guiding Principles, and in communicating these values with peers, customers, partners and the general public; • Demonstrate leadership in carrying out and communicating the Goals and Priorities of Kansas Rehabilitation Services (KRS), emphasizing the value of employment, the potential of people with disabilities, the importance of accountability, and the meaningful involvement of people with disabilities, partners, employers and other stakeholders in KRS programs, services and activities; • Ensures that each consumer has the necessary information, knowledge and opportunities to make informed decisions throughout the rehabilitation process, including the selection of the vocational objective and needed services. • Identify his/her own personal strengths and developmental needs to increase job performance and long-term career growth; • Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency; • Provide excellent customer service both internally and externally, serving as an advocate for the customer throughout all program areas and lines of business; • Serve as a positive role model, respecting diversity, demonstrating respect, trust, and openness, and communicating in a manner that is courteous, respectful and protects human dignity; • Identify gaps and needs for community and agency services and seek to develop needed services in conjunction with other DCF and KRS staff; and • Work cooperatively with peers, staff, customers, community partners and the general public.
<p>1. 25% E</p>	<p><u>Client Services</u></p> <p>Daily operation of telephone system, which distributes calls on a rotating basis to all support staff in the group. Responds to general public inquiries, vendors, other units/DCF departments, and internal program staff, either by handling the call or by directing caller to appropriate individuals. Takes detailed messages from clients, vendors and other organizations. In a counselor's absence, may coordinate between clients and the designated VR staff person to resolve any problems or immediate issues.</p> <p>When assisting with client intake requests obtains required client information, briefly explains VR program on the phone or through face-to-face interaction, schedules appointment with the counselor, and updates intake appointment calendar.</p> <p>Assists with VR payment processing by creating both service and payment authorizations for counselors final approval. Obtains clarification from VR counselor or provider/vendor to ensure correct use of service and procedure codes in the payment system.</p> <p>May assist with arrangements for, or completion of, relay call services as an accommodation for hearing impaired clients. Also helps with scheduling of sign language interpreter services, when requested by VR counselor.</p> <p><u>Reception Services</u></p> <p>Greets and receives clients with appointments and responds to inquiries by the general public. Directs visitors to the appropriate office and notifies VR staff when clients with scheduled appointments have arrived. Distributes bus passes and other materials, under the direction of VR counselors. Schedules appointments for client services with counselors, and other VR staff.</p>
<p>2. 30% E</p>	



21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	
3. 0% E	<p><u>Computer and Software Usage</u></p> <p>Enters information and data into KMIS mainframe computer system, including client referrals, VR applications, service and payment authorizations, and other elements as directed by the VR counselor. Develops and/or maintains various tracking, scheduling and monitoring systems through use of Microsoft (MS) applications such as Excel spreadsheets or Access databases. Also utilizes MS Outlook for routine interoffice communication and scheduling of work activities.</p> <p>Prepares letters, memos and varied types of correspondence through use of word processing software. Also prepares imprest fund payment forms, travel claims, continuing education request forms, reports, and other materials following agency guidelines and formats for final approval as requested by VR staff.</p>
4. 5% E	<p><u>File Maintenance/Correspondence Distribution</u></p> <p>Compile new case file for initial applications and sort case information according to established KRS guidelines. File authorization documents, medical records, narratives, etc. in accordance with case file order, and in chronological sequence, as set by KRS.</p> <p>Organize and fax information to vendors and/or other professionals when requested by VR counselor.</p> <p>Request or retrieve closed cases from closed file area when needed. Prepare case records to be sent to closed files, with all vouchers, reports, letters, narratives, etc. in proper order, when requested by VR counselor.</p> <p>Open, date stamp, and distribute incoming mail as needed. Prepare and route outgoing mail, and prepare certified mail when requested.</p>
5. 10% E	<p><u>Other Office Operations</u></p> <p>Provide transportation support for Rehabilitation Teacher by driving that staff person to appointments in the community, or by transporting clients to and from their appointments with the Rehabilitation Teacher at the DCF office.</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
(x) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
() Major program failure, major property loss, or serious injury or incapacitation.
() Loss of life, disruption of operations of a major agency.

Please give examples.

Disruption of workflow could occur, causing delays in essential client services, if the employee in this position failed to carry out their work functions. Errors could result in incorrect payments or delays essential services.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with clients, vendors, other state agency personnel, counselors, managers to coordinate or deliver client services. On occasion, state or other public officials may visit the office and this position may have contact through their work at the reception desk. They could also take calls from public officials.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Frequent use of computer keyboard can result in repetitive motion injury. There is infrequent contact with disturbed and disgruntled clients or visitors. Established office safety policies and procedures which dictate appropriate response to such situations should minimize danger to employee.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Telephones, personal computers, copy/scanning machines, fax machines, and laser printers are all used on a daily basis.

PART III - To be completed by the department head or personnel office

27. Minimum Qualifications as stated in the State of Kansas Class Specification.

One year of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Experience - Length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date